HQ USPACOM
Collaboration Lessons Learned during UNIFIED ASSISTANCE

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Purpose

- **Share Lessons Learned regarding the use of the Collaboration Information Environment from PACOM's recent Operation UNIFIED ASSISTANCE**

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Overview

- **Tsunami Relief Scenario**
  - **JTF Standup**
  - **Limitations**
  - **Capabilities-APAN**
- **Short-term Solution**
  - **Unclass Portal**
  - **Groove**
- **LESSONS LEARNED**

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Tsunami Scenario

- UNCLASSIFIED OPERATIONS
- JTF Standup– III MEF, PACOM MPAT, SJFHQ
  - Rest of SJFHQ augmented PACOM HQ
  - Expanded to Coalitions and NGO's
  - Collaboration with Tiers 1, 2, 3
  - US presence in Maldives, Indonesia, Thailand, Sri Lanka
- Austere Environment-commercial dial up-ltd equip
  - Browsing + cell phones + APAN web portal
- III MEF Comms-6 days after arrival—robust comms
  - Robust commercial lines, wireless LAN, personal notebooks
  - VTC's to PACOM
  - SIPR Café Room— "Stupid"
  - 60+ trailers w/ Internet, power, A/C
  - NGO's, Coalition LNO's jumped onto our network
  - Cell phones

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Tsunami Scenario

- CIE? Portals? IWS?
  - NO COMMON DENOMINATOR—cannot force your will
  - Heavy use of Groove, not IWS—USAID, WHO
  - III MEF—Share Point 2003—internal use
- Asia Pacific Area Network
  - Existing .org portal set up by PACOM for Multinational sharing
  - Combined Support Force (CSF) page
  - Made available to NGO's
  - Imagery and "common operational picture" pushed to website
  - Good for NGO's and military to an extent
  - Intermittent during Austere times
  - APAN worked b/c enough knew how to use it
  - PACOM JOC was screaming we need an unclass portal

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Short-term Solution

- **PACOM Unclass Portal (PUP)**
  - **Pros: fills the .mil gap for FOUO, unclass but sensitive**
  - **Challenges:**
    - **Authentication/Access levels—3 separate sites vice 1**
      - **Public (internet)**
      - **Private (trusted non .mil/.gov domains or individuals)**
      - **Restricted (.mil/.gov)**
    - **NMCI/Active Directory**
    - **Contractor architect/trainer**
    - **End of UA/Selling it (Cannot stand up mid Operation)**
    - **Training**
    - **Info Assurance/Public Affairs holdups**

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Challenge 2 (Multiple Views/Single Entry)

Public

Private

Government Only

Releasability **(Required Field)**

- ❑ Public
- ☒ Private
- ❑ Government Only

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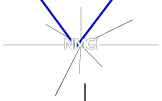
PUP Architecture

Unclassified
Transport Boundary
Oahu NOC, Bldg 67, FI

Coalition Router



NMCI User

Key:

POS OC3 (Line Wt.5, Black)
100 BaseTX (Line Wt.5 Green)
1000Base-FX (Line Wt. 5, Black)

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Short-term Solution

- **Groove Virtual Office**
  - **Pros: The most commonly used tool among NGO's—less wasted efforts**
    - **Work on or offline—benefits disconnected user**
    - **Works in austere environment; low bandwidth**
    - **Link to Outlook**
    - **Active forms on the fly– (casualty example, transport)**
    - **Geospatial Info System (GIS)**
    - **Reference spaces—USAID Field Ops Guide**
    - **Work Spaces**
  - **Con: Not structured for meetings/synchronous collaboration**
  - **Challenges:**
    - **NMCI/NETWARCOM**
    - **Can't set up in middle of Operation and expect buyout**

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Lessons Learned

- NGO's use what they know—WE must bend
- Info must not be "owned" by the military
- PRACTICE, PRACTICE, PRACTICE (Need HR exercise)
  - Exercise with experts, then bring in the novices (NGO's)
  - New positions: "Wal Mart greeter", integration team, find team
- Cannot introduce something new in the middle of Operation
- Ability to produce and receive info at all levels—no holes
- ONE authoritative unclass portal providing multi-level access
- PRACTICE-Build workspaces, reference spaces, roles in advance
- Operationalize NIPRNET to mirror SIPRNET
  - JOC tools: Action Tracker, RFI Tool
  - IWS married to Groove?
  - JTF Portal on standby

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Lessons Learned

- **SJFHQ Lessons Learned**
  - **Be deployable—revamping SOP**
  - **Train with CCP/DJC2**
  - **Leverage knowledge of process/tools to get off the bench**

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Review

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Questions??

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